

Minutes  
**Transit Passenger Advisory Committee**

Monday, July 18, 2016, 10:00 a.m.  
Transit Services Administration Building  
1015 Transit Drive, Large Conference Room

---

**Call to Order, Quorum, Introductions**

- A quorum was established; the meeting was called to order at 10:00 a.m.
- Zaina Braddy, as the Committee Chairperson, requested introductions from all present.

---

**Members Present**

Zaina Braddy	2017	Metro Mobility Rider Advocate, Committee Chairperson
Larry Schaefer	2017	Fixed-Route Rider Advocate
Lynn Harrington	2018	Metro Mobility Rider Advocate
Dick Hyde	2016	Community Intersections
Liz Robertson	2016	Division of Vocational Rehabilitation
Ron Anderson	2018	Fixed-Route Rider Advocate
Courtney Stone	2016	The Independence Center

---

**Members Absent**

<i>Allison Burns</i>	<i>2016</i>	<i>Discover Goodwill, Committee Vice Chairperson</i>
<i>Rebecca Shields</i>	<i>2016</i>	<i>Metro Mobility Rider Advocate</i>
<i>Bill Goodnight</i>	<i>2018</i>	<i>Fixed-Route Rider Advocate</i>

---

**Service Providers**

Gary Rushing	McDonald Transit Associates (Fixed Route Service Provider)
Juan Alecia	National Transit (Metro Mobility ADA Paratransit Service Provider)

---

**City Staff**

Craig Blewitt	Transit Services Manager
Brian Vitulli	Transit Services Planning Supervisor
Vicki McCann	Transit Services Marketing & PR Supervisor

---

**Guests**

---

**Review Agenda**

- Motion made, seconded, and approved.

**Approval of Minutes from Previous Meeting**

- Motion made, seconded, and approved.

**Public Comments (None)**

**New Membership Review**

- No new membership requests were received this month.

## Updates:

### Craig Blewitt, Transit Services Manager

- Recent public meetings have been well-attended; and citizens have brought forth suggestions for improvements to the upcoming Service Changes that Transit will be considering

### Vicki McCann, Transit Services Marketing and PR Supervisor

- At the last meeting, TPAC discussed concerns about comments falling into a black hole; Transit will be sending automatic responses to comments received via email that says thank you and that we will respond to any questions within three business days
- Inactive bus stops – Transit will be ordering metal signs that will be put up instead of the laminated paper notices that tend to disappear
  - Some laminated signs will still be used, but only if it will be up for a short time
- We understand that it's important for passengers to know why we're making changes, and we'll make sure the reasons are included in the service change announcements
- TPAC members recently brought up the value of using a texting tool to provide updates to clients; we're looking into the "Transit Now" tool and may be implementing something soon
- Transit will provide Service Changes Training sessions to give detailed information about upcoming changes in late August or September

### Brian Vitulli, Transit Services Planning Supervisor

- Public comment period open until Thursday, July 21—thank you all for attending
- There has been a lot of interest in the changes at the Old North End Neighborhood and some citizens have provided suggestions
  - If we change to the Nevada/Weber alternative, we will need to build an additional pedestrian facility to the back of the Safeway; the stop will be closer but it won't be at the front of the shopping center.
  - Would also need to work with Traffic Engineering to retime traffic lights and have a street light installed
    - Courtney: Just as a point to note—using resources for additional accessibility or structural improvements is not necessarily highly-desired by all riders as opposed to providing additional service
  - Craig: Another point of note, Transit provides service to 29 of the total 39 grocery stores within the service area
- Will have final recommendations going to the Mayor in early August

### Wendy Patterson, Transit Business Analyst, IT

- We're working on the IVR, still, and still working with City IT to get network security in order; we're listening to you, we know it's important; but we don't want to promote it until we know it will work!

### Discussion: Metro Mobility No-Show Policies

- Federal guidelines recommend using a percentage of missed rides or late-cancels ('No-Shows') before considering any repercussions. There is no change in the policy except for how the number of missed rides is calculated.
  - Every situation warrants individual consideration. We will enforce our no-show suspension policy only when there is a *demonstrated pattern* of missed rides or late cancellations exceeding 10% of the rider's scheduled rides in a rolling thirty-day period
  - You can still cancel up to an hour in advance of your scheduled ride with no negative consequences.
  - You can speak with a reservationist or leave a message to cancel
  - If you are physically unable to take the ride, it won't count as a no-show

- You can appeal a no-show letter for circumstances beyond your control
- A letter will be sent out to Metro Mobility riders and an automated phone system callout will also provide notification of this policy change
- Note: The service provider also has consequences if the driver does not pick up a passenger (yes, it does work both ways)

Metro Mobility Practices – The letter going out to Metro Mobility riders is to serve as a reminder of how the system should be working; no policy changes are being made at this time

- We have strayed from some of these practices, and we'll just be getting back on course
  - If you need to be at work no later than 8:30 or if you cannot leave before 5:00, please indicate that during your reservation.
    - The system can handle routing to make sure you are where you need to be – rather than you trying to build a buffer-time into your scheduled ride
  - Door-to-door service is limited to those riders who have this specific certification
    - Curb-to-Curb service allows us to provide more-equitable and timely routing
  - Your fare must be paid upon (or before) boarding the vehicle
  - Metro Mobility's ADA Paratransit services is limited to within ¼ mile of a bus route; if you move to a location outside this area, you may no longer be picked up at your home.
    - Your certification is unaffected; you can still use Metro Mobility for rides with an origin and a destination within the service area.
  - There is still a waiting list for subscription service for rides that are taken from the same origin to the same destination at the same times of day at least three times a week.
- Dick commented that there are too many instances of getting to a drop off location with a passenger that cannot be left alone and the care provider is not present.
  - We cannot leave the passenger there alone, we must either wait for the provider or make the passenger stay on the bus to continue the route
  - Setting rules similar to the no-show policy for caregivers to be at the drop off location during the drop-off timeframe could provide some incentive to be there on time

Discussion: Rider Survey

- It's been three years since the last Rider Survey –We're taking suggestions for a new one:
  - Post the survey online
  - Have customer service agents call clients and take their responses verbally?
  - Include a question about how many clients have cellphones or smart phones?

#### **Andrew Cottrell, McDonald Transit Associates (Fixed-Route Service Provider)**

- We have a lot of new, good, safe drivers!
  - We're coming up on the last driver-training session of the year
  - Setting up re-training sessions now, too
- If we get a complaint about a rough ride, we can pull video and check on the driver
  - Call 385-RIDE to let us know so we can provide additional training for these drivers!

#### **Juan Alecia, National Transit (ADA Paratransit Service Provider)**

- New Supervisor is going through detailed training
  - Will be back on-site on Monday
- Evaluations of Drivers are being conducted – both on-board as well as by following the vehicles

- Lynn asked about the radios being removed from the buses, and Juan indicated that it promotes safer driving to not have the radio to distract the drivers.
  - No accidents have been reported to demonstrate the risk
  - Some TPAC members are concerned about the riders that are soothed by music and cannot carry their own; will there be more incidents of disruptive behavior?
    - Juan will monitor the situation
- Courtney asked how many people are certified to ride Metro Mobility:
  - About 2800

#### **New Topics for Discussion**

- Train the Trainer

#### **Member Announcements**

- None

#### **Public Comments**

- None

#### **Agenda for Next Meeting (*follows*)**

- Courtney will provide an overview of the ADA Luncheon

#### **Adjourn**

11:25 AM Adjourn